

Defense Logistics Agency



DLA Aviation—Mapping Customer Operations



Mapping Customer Operations (MCO) is responsible for the supply management of approximately 90,000 National Stock Numbers in four federal supply classes—7641 (Aeronautical), 7642 (Hydrographic), 7643 (Topographic), and 7644 (Digital CD/DVD). MCO also manages special programs including Fleet Allowance, Flight Information Publications, and War Reserve.

While this is “nice to know” information, MCO understands that most of you just want to order and receive mapping products with the least amount of hassle. We have no control over some of the hurdles you face, such as AMPS, but know that MCO is always available to help you through the process. The contact list on the last page of this newsletter is probably more important than anything else in this publication. Never hesitate to give MCO a call or send an email. You will not reach a call center. Instead, you will talk to an item manager or account manager who will help you until your issue is resolved. We pride ourselves on customer service and support to the war fighter. We value your feedback, so please let us know how we are doing or how we can improve. In addition, let us know what types of articles you would like to see in future newsletters.

MCO Customer Service

Comm: 800-826-0342

DSN: 695-6500

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BREAKING NEWS

DLA Map Catalog Standalone version 2.0 Users

Customers have reported issues with some of the functionality in the new 2.0 release of the DLA Map Catalog CD-ROM. The DLA Map Catalog team is currently working on verifying and resolving these issues and will notify all customers via email when a fix is available. Instructions for getting and applying the fix will be provided.

Attention DLA Map Catalog Air Force Customers

The DLA Map Catalog Standalone version 2.X on CD-ROM has received "Software Certification" from the Air Force Information Technology Service Management Team.

To obtain a copy of the memo, please visit:

<https://cs3.eis.af.mil/sites/afao/Lists/COTSGOTS%20Software/DispForm.aspx?ID=3486>

Otherwise, send a digitally signed e-mail request to dlamcuc@dla.mil and we'll attach the FOUO document in the reply.

If there's anything we can do to help you with this certification or the catalog in general, please contact us at dlamcuc@dla.mil, 269-961-4757 or DSN: 661-4757.

Map Support Office – Naples, Italy Closing

The Map Support Office (MSO) in Naples, Italy will close no later than 31 August 2016. All customer requisitions will be supported through other MSOs, Print on Demand, or by the main map depot in Richmond, Virginia. Please contact Mapping Customer Operations at Commercial: 804 279-6500/ DSN 695-6500 or 1 (800) 826-0342 DSN 695-6500 if you have any questions or concerns.

New Map / Chart Accounts

To obtain mapping products from MCO, customers must first register in the Account Management & Provisioning System (AMPS) at <https://amps.dla.mil/> and request a role within the Mapping Enterprise Business System (MEBS). Go to <https://amps.dla.mil/> to register and click on the link to request a role. You will receive email confirmation once approved. To access your account, log in to AMPS and select your MEBS role.

A couple of registration hints—you will be asked to identify your supervisor, and security officer. These individuals will receive AMPS-generated emails throughout the registration process and must be answered for the account to be approved. You will also need to know your last Information Assurance training date. One last item you will need is your DODAAC, which will be your map/chart account number. Please keep all AMPS/MEBS related emails, especially the one containing your SAAR number. Changing account custodians on an existing account is done in much the same way as opening a new account. New custodians must also register in AMPS using the map account DODAAC. As always, if you have any questions give us a call (800 826-0342).

If you have any questions regarding establishing your map/chart account call MCO Account Management for help at DSN 695-6500, commercial 804-279-6500, or 800-826-0342 (toll free), and select Option 2. You may also contact us via email at acctmgr@dlamc.dla.mil.

DLA Map Catalog

The DLA Map Catalog allows customers to order Aero, Hydro, Topo, and Digital (CD/DVD) products needed for their particular missions. Customers who order geospatial products through DLA must have the following:

- A valid DODAAC.
- Current map/chart account with MCO.
- DLA Map Catalog CD or online version.
- A WEBREQ or DOD EMALL account.

There are two CD versions of the Map Catalog available, as described below:

CD Versions-

1. The 'Limited Distribution' gray CD is reserved for military and government agencies which possess access to limited distribution data. The disk is Navy/Marine Corps Intranet (NMCI) compatible. A new version is released every six months. This version is also downloadable via DoD EMALL.
2. The classified red CD is reserved for military and government entities that have access to classified data. A new version is released every six months.

DLA Map Catalog CD-ROM Data Files are now available in DoD EMALL. Users can now use DoD EMALL to download the data files used to update/maintain the CD-ROM DLA Map Catalog. Simply log into DoD EMALL and click on the "DLA Map Catalog" link at the bottom of the main page to access the current edition of the CD-ROM DLA Map Catalog application in zip file format and the four (5) product data zip files: Aero, Hydro, Digital, Topo and USGS. Follow the download instructions associated with the file(s) you need to download. The data zip files will be updated weekly. The DLA Map Catalog program file will be updated every six (6) months or as needed. If you have any questions or problems, please contact the DLA Map Catalog Team at COMM: (269) 961-4757; DSN: 661-4757 or E-Mail: DLAMCUC@dlamc.dla.mil. Subscription Service is now available for DLA Map Catalog Data Files. Users can now subscribe to receive the DLA Map Catalog data files via E-mail. These data files are required to maintain and update the DLA Map Catalog CD-ROM between releases. To receive these files weekly or monthly, submit an E-mail to the DLA Map Catalog Team at: DLAMCUC@dlamc.dla.mil with a list of the data file (s) requested (Digital, Aero, Hydro, Topo, USGS) and how often you would like to be notified (weekly, monthly).

DLA MAP CATALOG



How to Order Maps?

There are a few ways that you place orders for your mapping products. The two most common ways are to submit them electronically using [WEBREQ](#) or [DOD EMALL](#). Orders are submitted in MILSTRIP format and are routed to MCO. WEBREQ is DLA's legacy system for ordering mapping products. Orders can be entered manually, but most customers use the DLA Map Catalog to build the order and then upload the text file into WEBREQ. DOD EMALL, the newer of the two systems has the ability to upload up to 10,000 items at a time and the DLA Map Catalog is available for download as mentioned above. Order tracking is available regardless of which system you use, as long as you have your document number available. *Army units in the CENTCOM AOR must use SARSS, IAW Army policy.

Crisis Ordering:

MCO can assist with any emergency requests due to crisis situations, short-notice deployments or any other unexpected development. When requesting expedited map/chart shipments in support of emergency or contingency operations, contact us initially by telephone at (804) 279-6500/DSN 695-6500 or 1-800-826-0342.

CONTACT INFORMATION

Contact Info:

Defense Logistics Agency Aviation
Mapping Customer Operations
(DSCR-QAM)
8000 Jefferson Davis Highway
Richmond, VA 23297-5339
Comma: 804-279-6500
Toll Free: 800-826-0342
DSN : 695-6500
<http://www.dla.mil/aviation/offers/products/mapping.aspx>
acctmgr@dlamail

MCO Newsletters:

<http://www.dla.mil/Aviation/Offers/Products/Mapping.aspx>



WARFIGHTER-FOCUSED, GLOBALLY RESPONSIVE, FISCALLY RESPONSIBLE SUPPLY CHAIN LEADERSHIP

Map Support Offices

MSO	Commercial / DSN	E-Mail
Norfolk, VA	757-444-4243 / 564-4243	mso.norfolk@dlamail
San Diego, CA	619-545-6070 / 735-6070	msosd@dlamail
Joint Base Pearl Harbor Hickam , HI	808-473-9580 / 315-473-9580	mso.hawaii@dlamail
Yokosuka, Japan	011-81-468-16-3992 / 315-243-3992	msojapan@dlamail
Waegwan, Korea	011-82-54-970-4182 / 315-765-4182	Richard.tietz@dlamail
Germersheim, Germany	011-49-7274-96-5400 / 314-378-5447	dladisteurope@dlamail
Naples, Italy	011-39-081-568-5477 / 314-626-5477	ddma.mso.naples@dlamail
Manama, Bahrain	011-973-1785-3624 / 318-439-3624	ddm.bahrain@dlamail

WARFIGHTER SUPPORT ENHANCEMENT

STEWARDSHIP EXCELLENCE

WORKFORCE DEVELOPMENT

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Your Destination is Our Specialty

MCO Contacts

Customer Management: acctmgr@dlamail
Product Management- Aeronautical: aero@dlamail
Product Management - Digital: digital@dlamail
Product Management - Hydrographic: hydro@dlamail
Product Management - Topographic: topo@dlamail
MCO Website: <http://www.dla.mil/Aviation/Offers/Products/Mapping.aspx>
SIPR: dlamail.richmond.aviation.mbx.mf-dscr@mail.smail.mil

Links

AMPS: <https://amps.dla.mil/>
MEBS: <https://mebs.dla.mil>
DLA Document Services: <http://www.documentservices.dla.mil/>
DLA Disposition Services: <http://www.dispositionservices.dla.mil>
DLA Logistics Information Service: <http://www.logisticsinformationservice.dla.mil>
DLA Transaction Services: <https://www.transactionservices.dla.mil>
DODAAC Information: <https://dodaac.wpafb.af.mil>
Map Shipment Tracking: <https://wegoal.ogden.disa.mil/mrostatus/>
DoD EMALL: <https://dod.emall.dla.mil/>